	Weekly Report	Weekly		Monthly															Overall Total
		11/13/2021	11/06/2021	October	September	August	July	June	May	Apr	Mar	Feb	Jan	Dec	Nov	Oct	Sep	Aug*	Jul*	Overall Total
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	1,477	1,285	7,603	18,471	28,363	13,962	3,371	2,677	2,270	3,098	10,081	24,906	22,257	15,013	8,154	4,940	5,393	4,126	177,214
	# Indexes Complete	1,074	863	5,215	12,969	20,148	9,261	2,193	1,852	1,635	2,084	7,397	19,444	18,326	12,454	6,722	4,121	4,220	3,318	133,186
	% Indexes Complete	72.8%	67.3%	68.7%	70.3%	71.2%	66.5%	65.3%	69.8%	72.5%	67.6%	74.0%	78.3%	82.4%	83.1%	82.5%	83.5%	78.4%	80.7%	75.3%
	# Indexes unreachable (Max Attempts)	403	422	2,388	5,502	8,215	4,701	1,178	825	635	1,014	2,684	5,462	3,931	2,559	1,432	819	1,173	808	44,028
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	27.3%	32.9%	31.5%	29.8%	29.0%	33.8%	35.1%	31.1%	28.2%	32.9%	26.8%	22.0%	17.7%	17.1%	17.6%	16.6%	21.8%	19.6%	24.9%
	# Indexes Attempted calls (all completions + at least 1 attempt)	1,475	1,283	7,593	18,437	28,301	13,921	3,357	2,655	2,254	3,082	10,001	24,848	22,239	14,994	8,145	4,935	5,380	4,113	176,780
	Average time from Index Received to Index Reached	0.03:39:16	0.05:25:38	0.05:34:16	0.17:04:47	1.12:18:32	0.15:34:53	0.16:33:46	0.18:12:31	0.23:21:52	0.23:34:28	1.01:25:21	0.20:18:00	1.03:08:20	1.07:54:59	1.11:55:50	2.09:03:15	4.08:36:39	4.06:53:47	1.14:08:48
	Average Index Handle Time	0.00:15:23	0.00:16:34	0.00:16:24	0.00:15:18	0.00:14:41	0.00:13:43	0.00:15:05	0.00:15:41	0.00:16:54	0.00:15:29	0.00:13:57	0.00:13:50	0.00:13:31	0.00:13:02	0.00:13:58	0.00:13:02	0.00:12:45	0.00:14:01	0.00:14:05
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	76.9%	71.7%	71.4%	65.3%	49.6%	69.1%	71.5%	61.1%	57.3%	55.8%	63.2%	66.6%	71.8%	72.6%	72.1%	68.9%	58.0%	52.5%	64.5%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	100.0%	100.0%	99.0%	95.2%	100.0%	99.9%	100.0%	99.8%	99.9%	99.9%	100.0%	99.9%	99.9%	99.9%	99.8%	99.7%	97.1%	99.2%
Contacts	# contacts generated	2,599	1,892	12,668	26,585	26,923	16,100	4,200	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	291,109
	# contacts generated per Index Complete	2.4	2.2	2.4	2.0	1.3	1.7	1.9	2.0	2.2	1.8	1.8	2.0	2.6	3.0	3.1	3.5	2.3	2.1	2.2
	# contacts complete	2,139	1,521	10,582	21,728	23,903	14,064	3,448	3,076	3,076	3,498	12,743	36,711	43,089	32,612	18,438	12,764	8,727	6,394	258,177
	% contacts complete	82.3%	80.4%	83.5%	81.7%	88.8%	87.4%	82.1%	83.8%	86.6%	93.5%	95.4%	93.8%	89.1%	88.6%	87.5%	88.1%	91.2%	92.4%	88.7%
	# contacts unreachable (Max Attempts + missing phone numbers)	460	370	2,086	4,857	3,020	2,036	752	593	475	244	617	2,410	5,248	4,206	2,626	1,718	840	528	32,931
	% contacts unreachable (Max Attempts + missing phone numbers)	17.7%	19.6%	16.5%	18.3%	11.2%	12.6%	17.9%	16.2%	13.4%	6.5%	4.6%	6.2%	10.9%	11.4%	12.5%	11.9%	8.8%	7.6%	11.3%
	# contact attempted (all completions + at least 1 attempt)	2,599	1,891	12,668	26,585	26,923	16,100	4,200	3,669	3,551	3,742	13,360	39,121	48,337	36,818	21,064	14,482	9,567	6,922	291,108
	Average Time from Contact Generated to Contact Reached	0.04:10:14	0.05:15:55	0.07:09:00	0.14:21:26	0.21:12:24	1.06:33:31	1.06:19:16	1.10:26:11	1.10:18:11	2.14:22:27	2.02:36:20	2.11:36:47	3.04:29:16	4.15:21:06	5.18:24:00	6.13:19:17	5.19:12:34	8.11:47:32	3.21:34:34
	Average Contact Handle Time	0.00:17:19	0.00:17:02	0.00:17:30	0.00:16:55	0.00:16:50	0.00:13:24	0.00:14:25	0.00:14:57	0.00:14:15	0.00:12:39	0.00:12:44	0.00:12:31	0.00:12:11	0.00:11:18	0.00:11:26	0.00:10:45	0.00:10:19	0.00:13:44	0.00:13:14
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	76.9%	73.9%	76.8%	71.1%	69.7%	69.4%	65.9%	69.3%	70.6%	72.1%	76.4%	76.4%	73.0%	69.4%	66.7%	63.9%	60.5%	62.6%	70.7%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	99.9%	99.4%	99.7%	96.9%	90.0%	99.2%	99.3%	99.9%	99.6%	99.5%	99.3%	99.1%	99.4%	99.5%	99.5%	99.0%	99.0%	97.6%	98.2%
	Average Time from receipt of initial case name to full completion of all related contacts	0.08:31:43	0.09:27:21	0.12:17:13	1.06:10:32	2.02:39:15	1.14:52:56	1.12:07:16	1.17:45:47	1.19:31:22	2.21:01:35	2.09:17:17	2.21:27:11	3.18:41:11	5.11:16:03	6.08:50:40	7.22:40:05	6.14:25:54	9.13:49:27	4.13:25:03